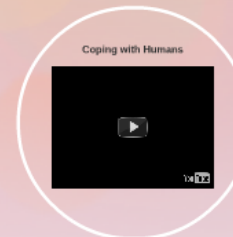
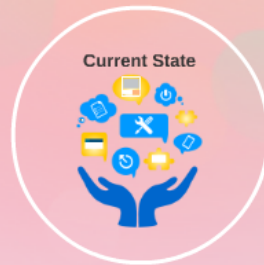
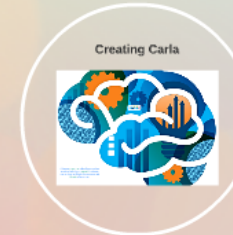


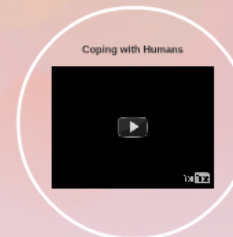
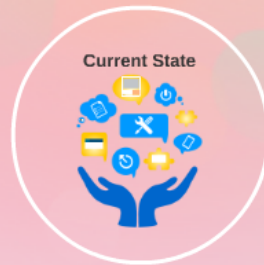
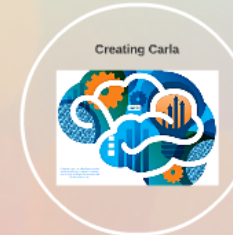
FDA's OCS Service Desk Virtual Assistant



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What is OCS and the Service Desk?



Our Vision

Drive the modernization of CDER's scientific review process through the implementation of tools, services, and training to enable reviewers to apply their expertise to information



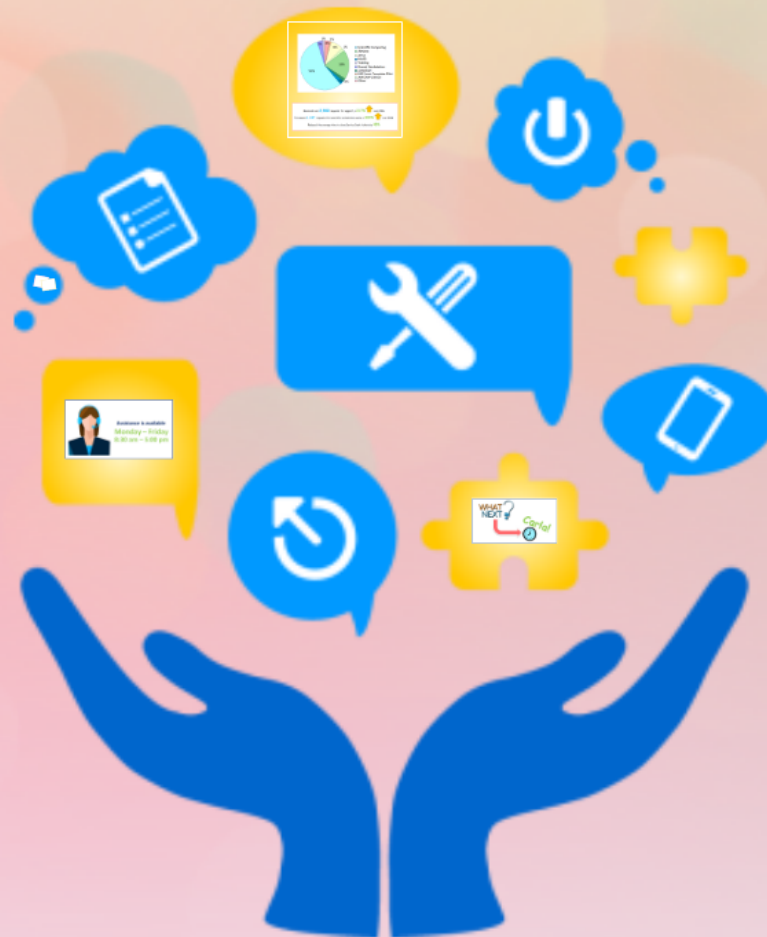
Our Mission

To provide CDER reviewers innovative and reliable solutions that improve and strengthen the scientific review process by integrating data, tools, and training





Current State





Quick Sheet How to Load Data



PURPOSE

This is a quick sheet that shows how to successfully use the tools and services that OCS supports, such as the **Tool**. This step-by-step quick guide will show you how to load data into the **Tool**.

If you experience any issues or have any questions, please contact the OCS Service Desk.

COPY DATA TO A LOCAL DRIVE

1. Locate the data. The data can be found in the **Tool**.
2. Create a **subfolder** on the **M:\ drive**. Name it **Application Number**.
 - Right click on the **M:\ drive** folder.
 - Navigate to **New**.
 - Select **Folder**.

STEP-BY-STEP GUIDE

1. Open **Tool**.



Quick Sheet How to Perform Hy's Law Analysis



PURPOSE

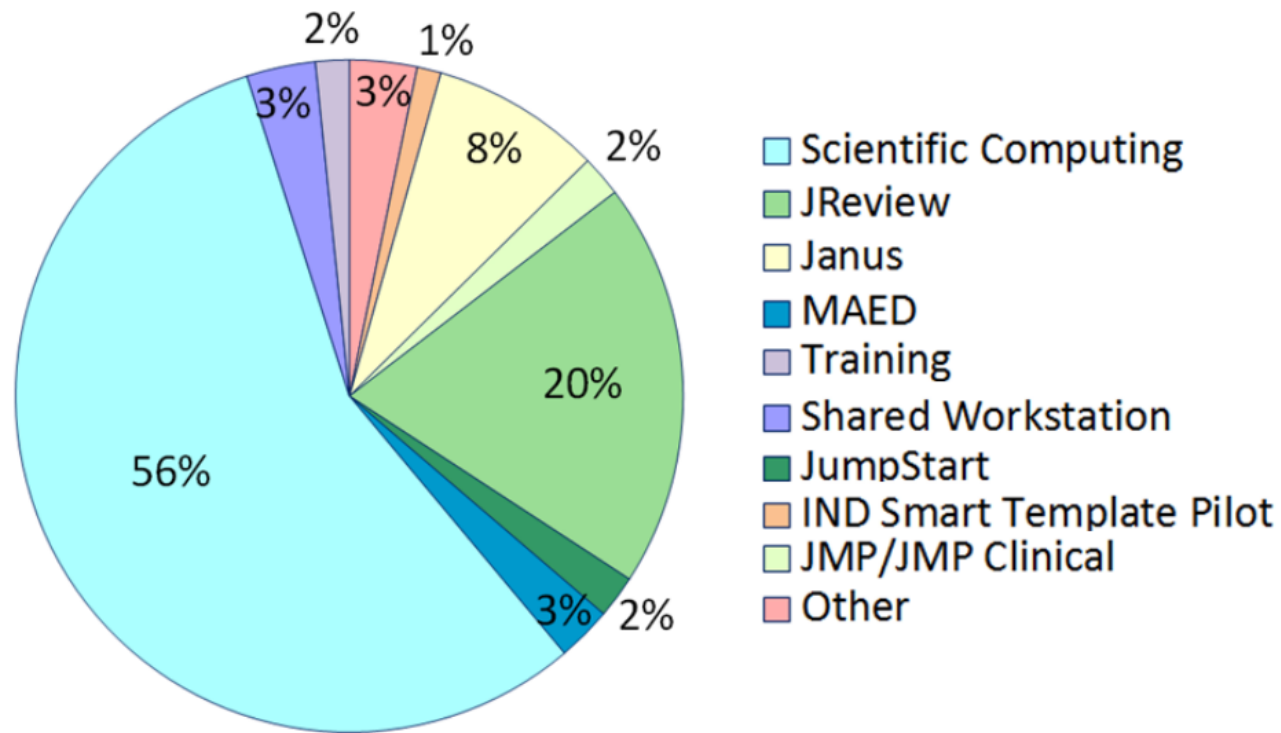
This is a quick sheet that demonstrates how to perform Hy's Law Analysis. Hy's law is a rule of thumb that a drug is at high risk of causing a fatal drug-induced liver injury (DILI) when given to a large population, if it caused cases of liver injury that satisfied certain criteria when given to a smaller population.

You will always need a demographic dataset (DM or ADSL) and to run Hy's Law you will need a laboratory results dataset (LB). In some cases, an ADaM laboratory results dataset (ADLB) will work but often they are missing a ULN variable that is needed.

If you need any questions or run into any technical difficulties please contact the OCS Service Desk.

STEP-BY-STEP GUIDE

1. Open **Tool**.
2. Navigate to your data set location.



Received over **2,500** requests for support, a **217%**  over 2016

Processed **1,447** requests for scientific workstation users, a **300%**  over 2016

Reduced the average time to close Service Desk tickets by **48%**



Assistance is available
Monday – Friday
8:30 am – 5:00 pm

WHAT
NEXT?



Carla!



Value to the FDA

BENEFITS



Designed for data security



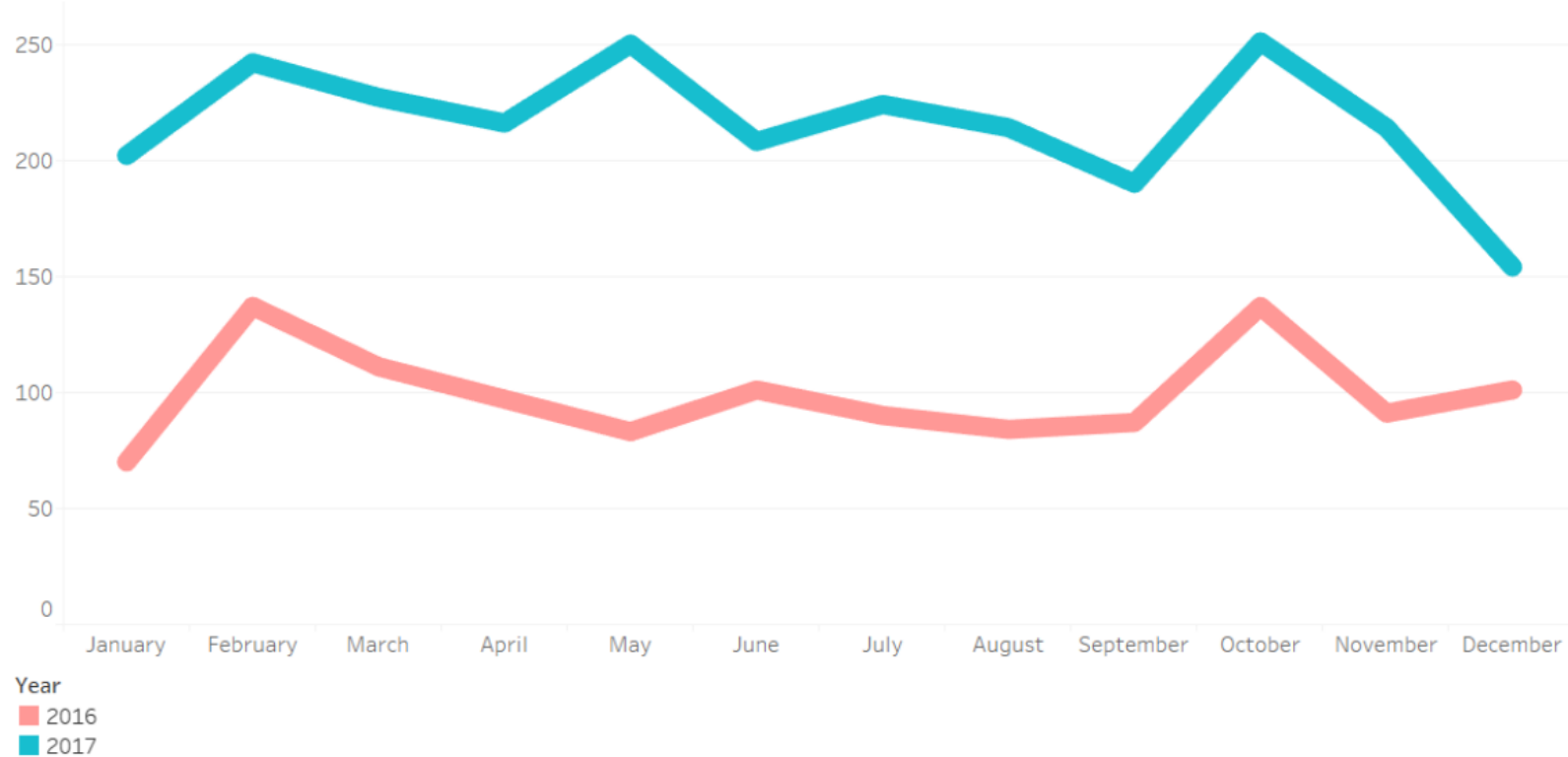
Automating
routine tasks
Easily accessible
links and quick
sheets
Quick answers
to FAQs





Designed for data security

Requests Over Time



↑ 217%



Coming Up!



In-Depth Support





Automating
routine tasks

Easily accessible
links and quick
sheets

Quick answers
to FAQs



Assistance

24/7

Value to the FDA

BENEFITS



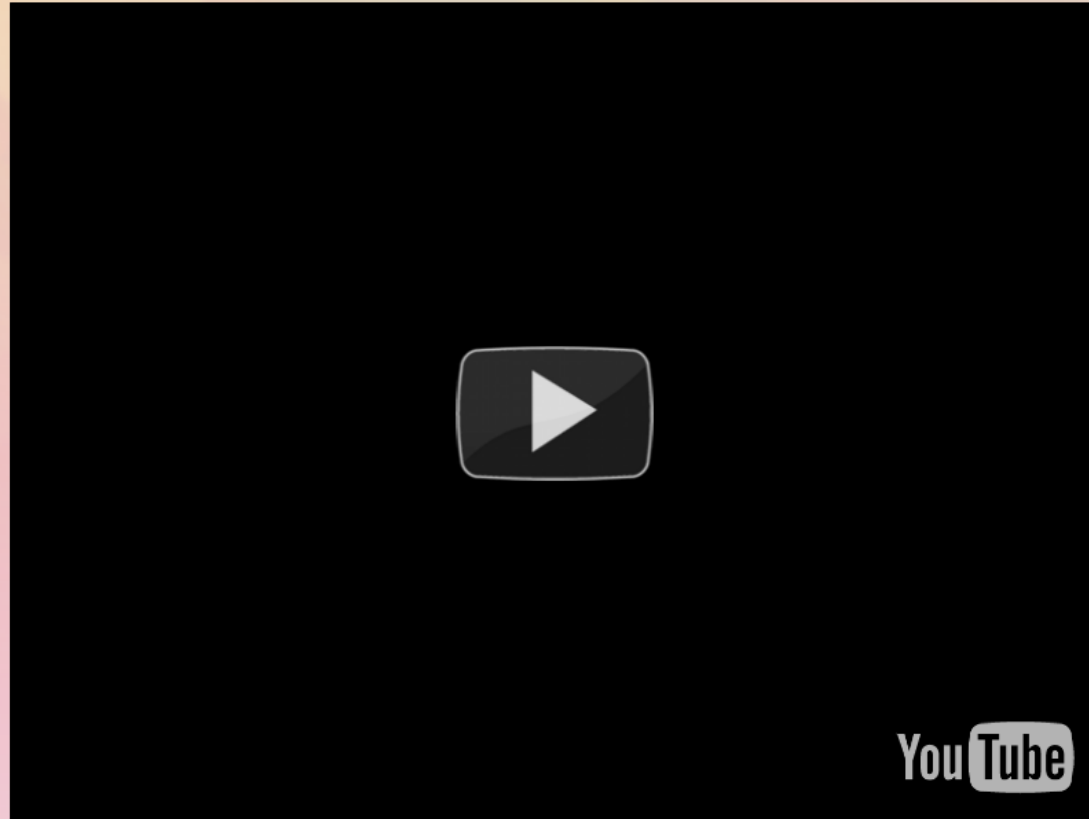
Designed for data security



Automating
routine tasks
Easily accessible
links and quick
sheets
Quick answers
to FAQs



Coping with Humans





You Tube

Creating Carla



AI-based cognitive technologies include machine learning to improve customer service by providing better answers and shorter service time



AI-based cognitive technologies include machine learning to improve customer service by providing better answers and shorter service time



1



2



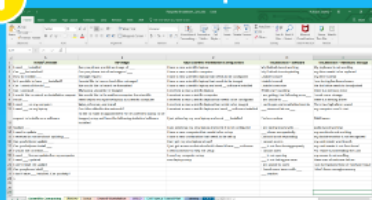
3



4

1

Pre-Development



2

Intents



3

Nodes



4

Front End





Pre-Development

Requests Breakdown_Carla.xlsx - Excel

Habash, Seema

Home Insert Draw Page Layout Formulas Data Review View JMP Tell me what you want to do

Clipboard Font Alignment Number Styles Cells Editing Data Protection WebEx

	A	B	C	D	E
	Install/Uninstall	Re-Image	New Scientific Workstation Configuration	Troubleshoot - Software	Troubleshoot - Hardware, Storage
1	I need ___ installed	Can you please provide an image of ___	I have a new scientific laptop	My Outlook is not working	My keyboard is not working
2	Can ___ be installed?	Can you please install an image of ___	I have a new scientific computer	My Outlook is not updating	my drive needs to be replaced
3	How do I install ___	reimage request	I have a new scientific laptop that needs to be configured	Unable to save	my drive is dead
4	Is it possible to have ___ installed?	I would like to have a hard drive reimaged	I have a new scientific laptop that needs to be imaged	Unable to send	I am having hardware issues
5	Can I uninstall the old ___	We would like to have it re-formatted	I have a new scientific laptop and need ___ software installed	Unable to receive	the dvd drive needs to be adjusted
6	Can I uninstall ___	My laptop should be re-imaged	I received a new scientific laptop	WebEx isn't working	there is a memory error
7	I would like to submit an installation request	We would like to format her computer for scientific	I received a new scientific computer	I am getting the following error ___	I need more storage
8	Install ___	need help to encrypt the laptop as scientific computer	I received a new scientific laptop that needs to be configured	I am unable to ___	there is a missing driver
9	I need ___ on my computer	Wipe, reformat, and install	I received a new scientific laptop that needs to be imaged	I can't open old email attachments	There is a high alarm sound
10	I need ___ on my laptop	Can it be added to the network?	I received a new scientific laptop and need ___ software installed	___ does not let me ___	my computer won't start
11	request to install a new software	I'd like to make an appointment for my scientific laptop to be imaged, setup and have the following statistical software installed	I just picked up my new laptop and need ___ installed	Firefox crashes	RAM issues
12	Update ___		I just picked up my new laptop and need it to be configured	I am having issues with ___	audio is not working
13	I need to update ___		I have a new computer that needs to be set up	___ closes unexpectedly	my monitor is not working
14	I received an notice about updating ___		I have a new workstation that needs to be set up	Outlook is not responding	my double monitor is not recognized
15	Can you help me update ___		Can I get my new laptop set up?	I cannot access	my card reader won't work
16	Can you help me install ___		I just got a new workstation but it doesn't have ___ software	___ is not functioning properly	my card reader is not functional
17	I would like to install ___		I need someone to help me setup	I cannot open	PIV reader is not reading the card
18	I need ___ license updated on my computer		I need my computer setup	___ is not opening	my mouse is not working
19	I need ___ updated		new laptop setup	___ is not letting me save	there was a hardware failure
20	I can't install the update			I am unable to open	I am having some kind of hardware issue
21	Can you please intall ___			I found some issues with ___	I don't have enough memory
22	I don't have ___ installed. Can you help?			___ crashes	
23					
24					
25					
26					
27					
28					

Scientific Computing JReview Janus Shared Workstation MAED Dell Venue Tablet Pilot Training OCS G ...

2

Intents

Intents (51)

+ Add an intent	
analysis_toolbox_what_is	-
complis_access_install	-
complis_troubleshoot	-
complis_what_is	-
data_management	-
deskside_support	-
edr_access	-
eric	-
ind_smart_template_access	-
ind_smart_template_troubleshoot	-
ind_smart_template_what_is	-
janus_access	-
janus_link	-
janus_troubleshoot_access	-
janus_troubleshoot_other	-
janus_what_is	-
jmp_analysis	-
jmp_clinical_analysis	-
jmp_clinical_data_loading	-

jmp_clinical_data_loading

+ Add and example	
help with legacy data in JMP Clinical	-
load datasets into JMP Clinical	-
help uploading data to JMP Clinical	-
help upload study data in JMP Clinical	-
data was not properly read in JMP Clinical	-
error uploading data into JMP Clinical	-
help with adam data in JMP Clinical	-
help with stdm data in JMP Clinical	-
I need help loading my data into jmp clinical	-
I cannot load my data into jmp clinical	-
jmp clinical isnt loading my data	-
I get an error message when trying to load my data into jmp clinical	-
can I get help loading data into jmp clinical	-
how do I load data into jmp clinical	-
can you show me how to load data into jmp clinical	-

Nodes

3

FDA OCS Service Desk

Welcome

conversation_start

analysis_toolbox_w...

#analysis_toolbox_...

▼ **complis_what_is**

#complis_what_is

complis_access

#complis_access_in...

▼ **EDR_access**

#edr_access

ERIC_IT_Call_Cente...

#eric

▲ **deskside_support_t...**

{#deskside_support...
3 Response conditions

check_if_jreview

@tools!=JReview

deskside_support_t...

#deskside_support

4

Front End

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ADMINISTRATION**

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Office of Computational Science

Better Data. Better tools. Better Decisions



**U.S. FOOD & DRUG
ADMINISTRATION**

2017 Annual Report

Office of Computational
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- KickStart

Tools & Systems

- OCS Service Desk
- Shared Scientific Workstations

Training & Resources

- Core DF
- CISST Assist

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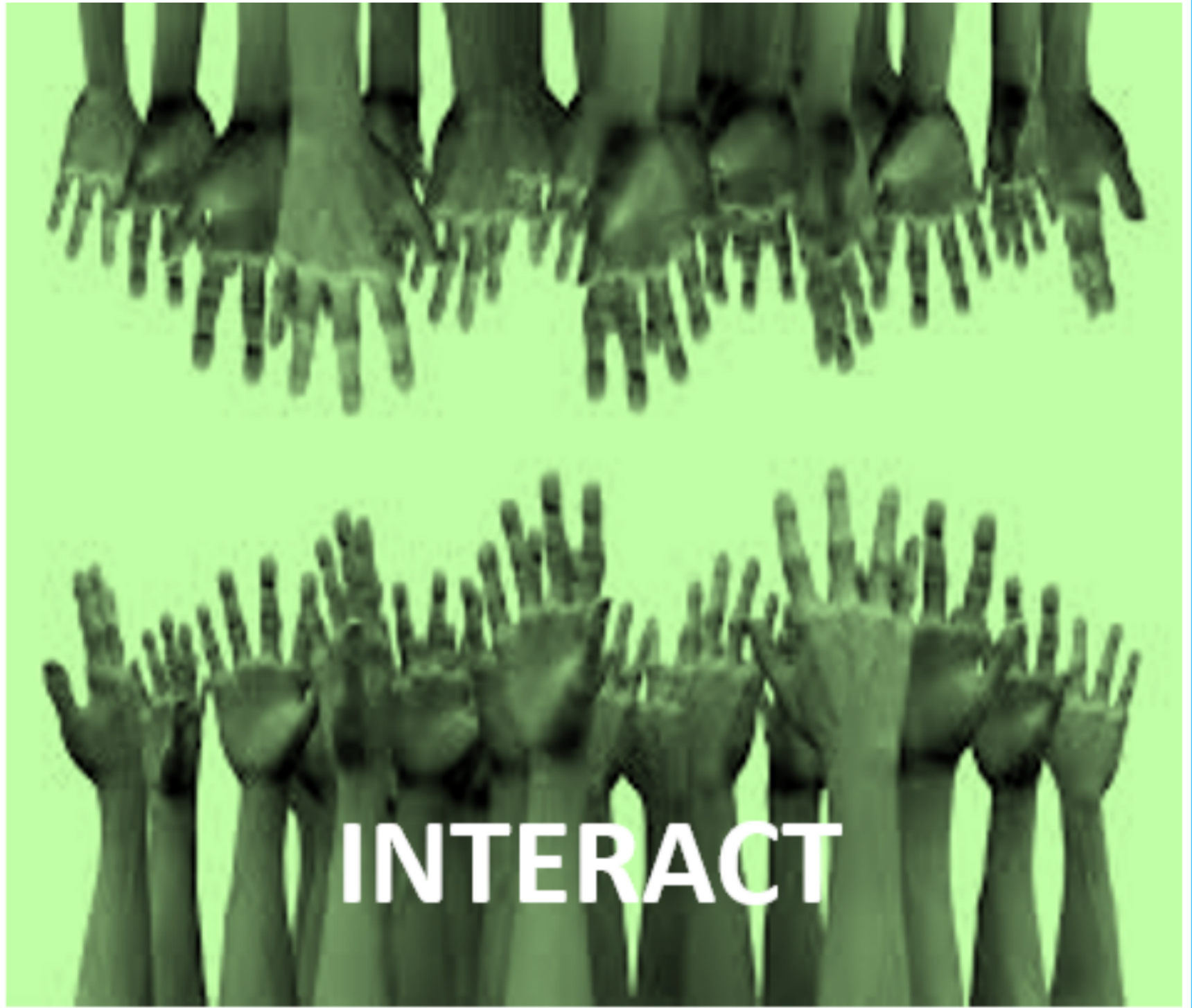
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UNDERSTAND



GATHER



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U.S. Department of Health and Human Services

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Chat

Chat with FDA OCS Virtual Assistant

Our virtual assistant may be able to provide answers to questions about services provided by OCS - your one-stop shop for assistance, information and desk-side support for all OCS tools and services. Please ask our virtual assistant a question to start your chat.

Welcome to Carla, your Virtual Assistant for the OCS Service Desk. How can I help you?

Type something

<http://fsdocsdemo.mybluemix.net/>

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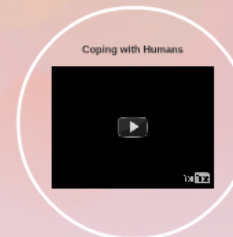
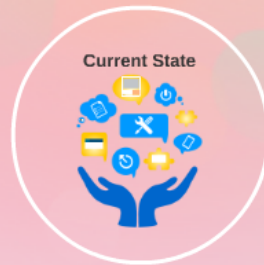
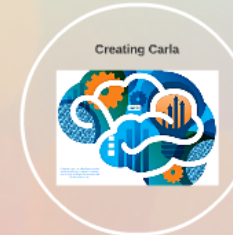
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